

## LEWISTOWN JOB SERVICE EMPLOYERS COMMITTEE

FEBRUARY 24, 2005

Present: Kathy Fleharty, Sandi Ludeman, Robin Fleming, Dave Byerly, Roy Jones, Nancy Wilson, Pete Peterson, Susan Knedler, Janis Duffy

Robin called the meeting to order.

Minutes of the last meeting were approved as submitted.

Kathy gave the Treasurer's report in written form. It was moved and seconded that we send the Chamber \$100. for co-sponsoring the ABC last fall.

Old Business: Roy discussed one Mystery Shopper program and the questionnaire that is used. Pete also discussed the program that McDonalds uses in their stores. Nancy said that the Chamber Market Council is very interested in some type of Mystery Shopper program and that several businesses have expressed an interest in signing up for some type of Mystery Shopping program. Dave suggested that we try to obtain a list of businesses offering MS services. Pros and cons of JSEC sponsoring such a program were discussed. The main obstacle we face is that we could not *pay* to have someone do the shopping, nor could we consider them an independent contractor, according to Montana Law. Trying to find volunteer shoppers in a small town that would be totally unbiased is another problem. After discussion, the general consensus is that probably the best thing we can do is to provide interested businesses with a list of contact information for companies that offer Mystery Shopping services. Roy will email the other JSEC's to see if they have sponsored such a program and will also research the internet to obtain a list of companies. He will give the information to Dan to relay to the Market Council.

Customer Service Seminar: Pete is going to provide cost information to the Chamber Board at their next meeting on March 8<sup>th</sup> to see if they will co-sponsor the Seminar with us. He will also speak to Dean Comes at First National to see if he and possibly the other banks would also be interested in co-sponsoring. Roy brought up the less than desirable sound system at

the Yogo. The Chamber and CMMC have also had problems with the sound system. Janis will talk to the catering manager about our concerns and try to get some assurances in that area. Roy also suggested that we ask for extra speakers at the back of the room. Pete will also talk to John about the problem. Dave suggested that we move the Seminar to the Fergus Center for Performing Arts if the Yogo isn't willing to work with us on the sound system.

#### New Business:

Janis read a letter of resignation from JSEC from Denice Marshal. The Committee appreciates all her years of dedication and hard work and will miss her. Possible replacements suggested are Jeff Evans of Lewistown Honda (Janis will visit with him) and Dwayne Bakkedahl of Edgewood (Roy will talk to him).

Janis mentioned that Jeff Evans had asked that our JSEC consider offering an evening course in First Aide and CPR training for businesses. This was discussed briefly and details will be discussed later. He also requested that we try to offer a CDL class (complete with truck) for interested person. It was decided that this probably was outside the realm of training that we want to offer, mostly due to liability considerations.

**Managers Report:** Roy reported on HB 589 and the new pilot program for UI Personal Re-employment Accounts.

The next meeting will be on March 17<sup>th</sup> at the Job Service Conference room at 7:00 a.m.